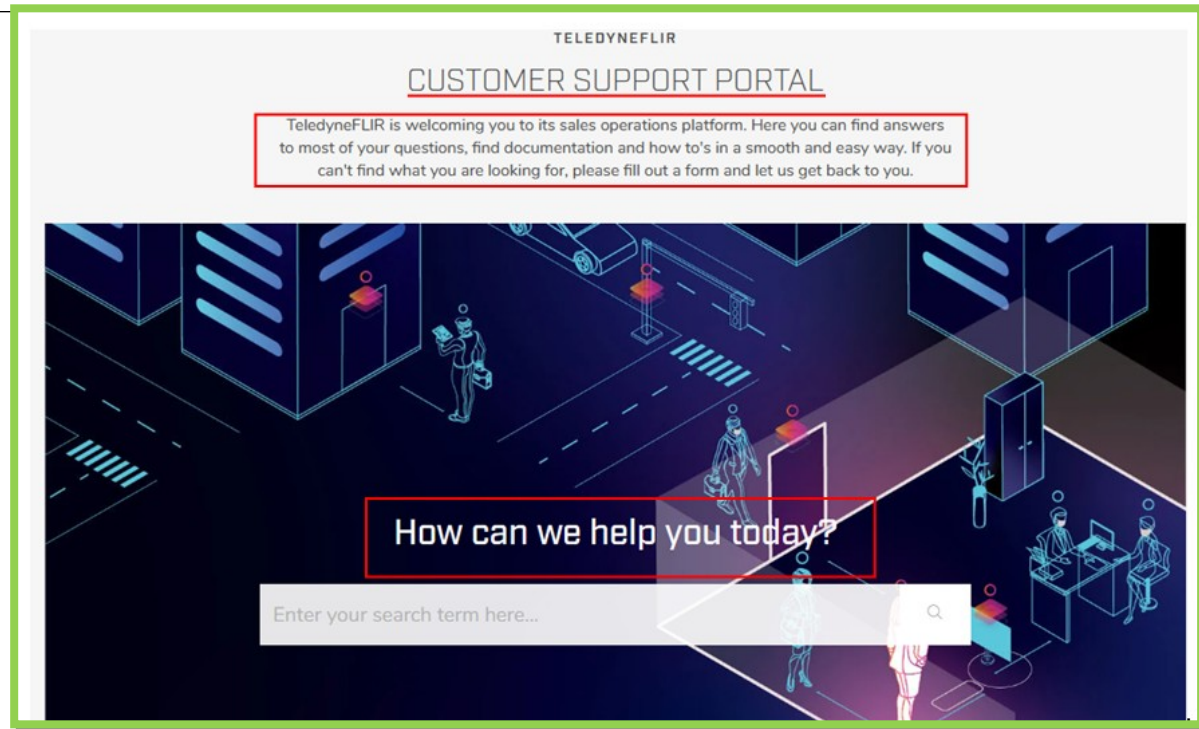


Exhibit 8

Infringement Claim Chart for U.S. Pat. No. US7023979B1 v. FLIR (“Defendant”)

| Claim10 | Evidence |
|---|---|
| <p>10. A communication's method comprising:</p> | <p>The FLIR Customer Service performs a method for communicating in a communication network.</p> <p>For Example, FLIR Customer Service performs a method of communicating by establishing, over a communication network, a call between callers with a request to the appropriate department for assistance.</p> <div data-bbox="512 583 1887 1243" data-label="Image"> </div> <p>Source: Service and Support Teledyne FLIR</p> |



Source: [Support : GSO Customer support central \(flir.com\)](https://support.flir.com)

The screenshot displays a web form titled "Submit a ticket" with a red underline. The form is set against a light gray background. It contains the following elements:

- Requester ***: A text input field with the placeholder "Email".
- Subject**: A text input field.
- Topic ***: A dropdown menu, which is highlighted with a red rectangular border. It shows a downward arrow icon.
- Sales org ***: A text input field.
- Customer number ***: A text input field.
- Hub Source ***: A text input field.
- Description ***: A rich text editor with a toolbar containing icons for bold, italic, underline, bulleted list, numbered list, link, unlink, and undo. Below the toolbar is a large text area.
- + Attach a file**: A blue link.
- I'm not a robot**: A checkbox next to the text "I'm not a robot".
- reCAPTCHA**: A logo and the text "reCAPTCHA Privacy - Terms".
- SUBMIT** and **CANCEL**: Two teal buttons at the bottom.

Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

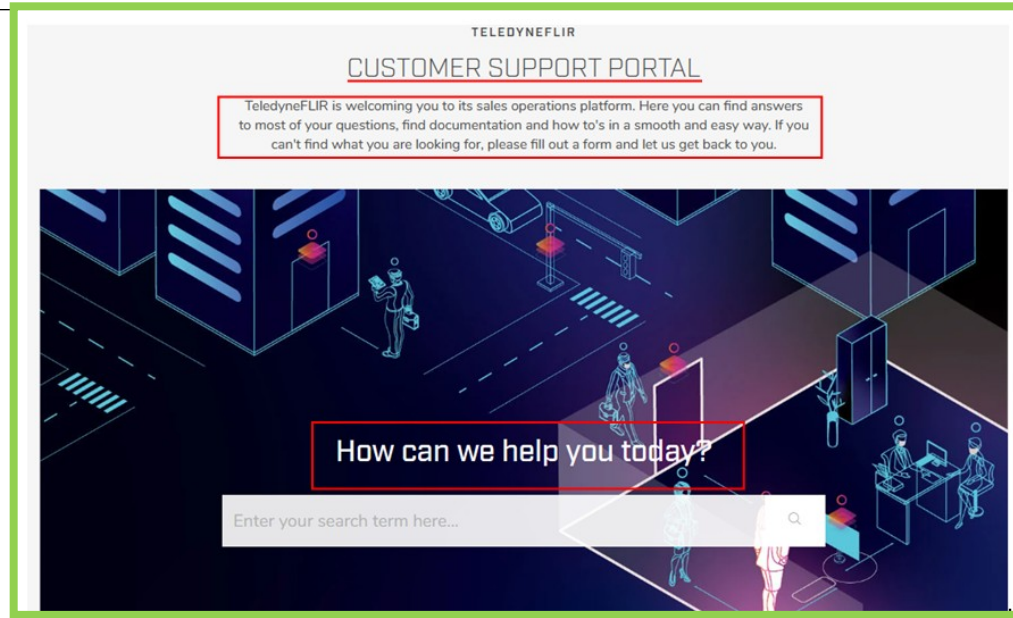
(a) receiving a plurality of communications, each having associated classification information;

The Teledyne FLIR Customer Service receives a plurality of communications, each having associated classification information.

For example, Teledyne FLIR Customer Service receives calls from multiple callers. For each call, a user provides information about the nature of the call by selecting the appropriate department from the given choices via keypad entry. The responses are used to classify the call.



Source: [Service and Support | Teledyne FLIR](#)



Source: [Support : GSO Customer support central \(flir.com\)](https://support.flir.com)

Submit a ticket

Requester *

Subject

Topic *

Sales org *


Customer number *

Hub Source *

Description *

B *I* U

[+ Attach a file](#)

☐ I'm not a robot  [Privacy](#) [Terms](#)

SUBMIT **CANCEL**

Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

| | |
|---|--|
| | <p>Objective</p> <p><u>Teledyne CARIS Customer Services defined its mandate, to respond to a customer's technical enquiries online, by e-mail or telephone by no later than the next Teledyne CARIS business day. In order to ease access for out customers to log and review technical enquiries, Teledyne CARIS maintains an online Service Desk, providing the customer with the ability to:</u></p> <ul style="list-style-type: none"> • <u>submit, review, update, and close their own, and their company's, Service Requests online at any time;</u> • communicate interactively with our Customer Service Advisors (CSAs) via the Service Desk and by means of commenting online as well as subsequent system-generated e-mails; and • access all information (e.g., files, communications, etc.) related to their Service Requests as well as access to the Knowledge Base in one central location. <p>Source: service desk tutorial Teledyne Geospatial (teledynecaris.com)</p> |
| (b) storing information representing characteristics of a plurality of potential targets; | <p>The Teledyne FLIR Customer Service maintains information about potential targets that includes support agents, departments, or specific resources capable of handling different types of inquiries.</p> <p>For example, Teledyne FLIR Customer Service stores information about the skill set possessed by agents who are potential targets of the call.</p> |

FLIR Service & Support

Technical Support

The FLIR Technical Support Center portal will help you as a FLIR customer to get the most out of your FLIR products. The portal gives you access to our support team, software and documentation, service contacts, etc.

FLIR Knowledgebase (FAQ)

Search the open [FLIR Knowledgebase](#) or ask a question to our support team (requires a simple registration).

Contact Thermal Camera Support

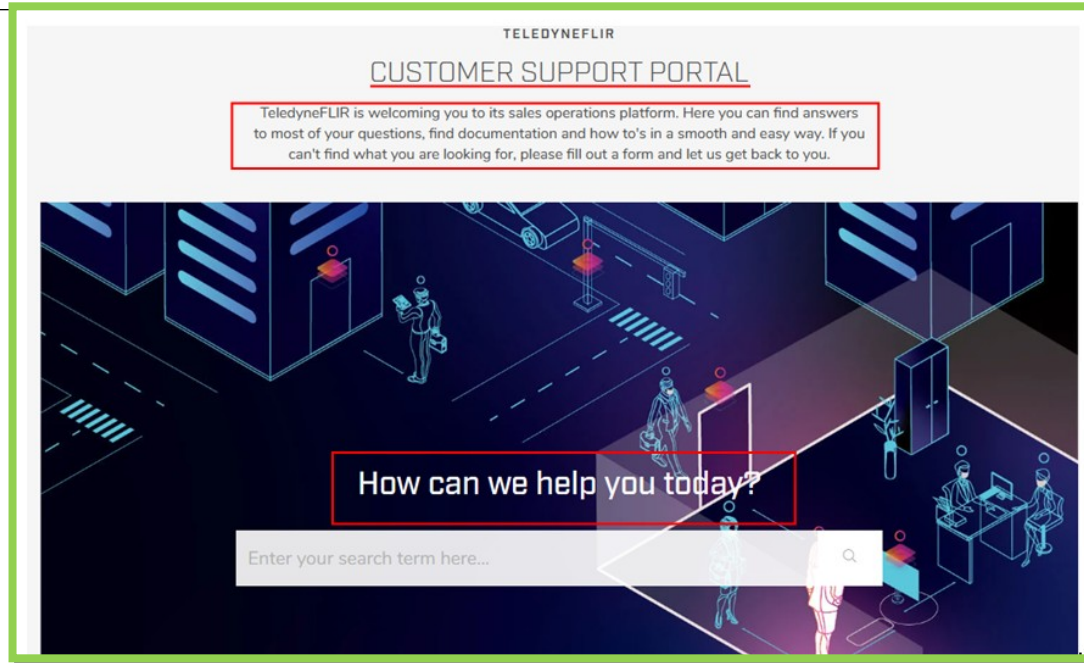
Call us at 1-866-702-6558 - Tech Support: Option 3; Repair & Calibration: Option 4

The FLIR expert service team provides quality warranty and non-warranty repair. [Find your local service representative.](#)

Contact Test & Measurement Support

Call us at 1-866-702-6558 - Tech Support: Option 3; Repair & Calibration: Option 4

Source: [Service and Support | Teledyne FLIR](#)



Source: [Support : GSO Customer support central \(flir.com\)](https://support.gso.flir.com)

Submit a ticket

Requester *

Subject

Topic *

Sales org *


Customer number *

Hub Source *

Description *

B *I* U

[+ Attach a file](#)

☐ I'm not a robot  reCAPTCHA
Privacy - Terms

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Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

| | |
|---|--|
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| (c) determining an optimum target for each communication based on the communication classification and target characteristics using a multivariate cost function comparing at | <p>The Teledyne FLIR Customer Service determines an optimum target for each communication based on the communication classification and target characteristics using a multivariate cost function comparing at least three potential targets.</p> <p>For example, Teledyne FLIR Customer Service analyses the caller selection to determine one or more skills that a product expert or agent who is selected to receive the call should have in order to provide the caller with the requested assistance. The system determines the potential agent based on the communication classification and performs automated calls using Teledyne CARIS Customer Services (i.e., a multivariate cost function). Teledyne FLIR employs numerous agents, at least three of which possess the skill set required by the call.</p> |

least three
potential
targets; and

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Contact Thermal Camera Support

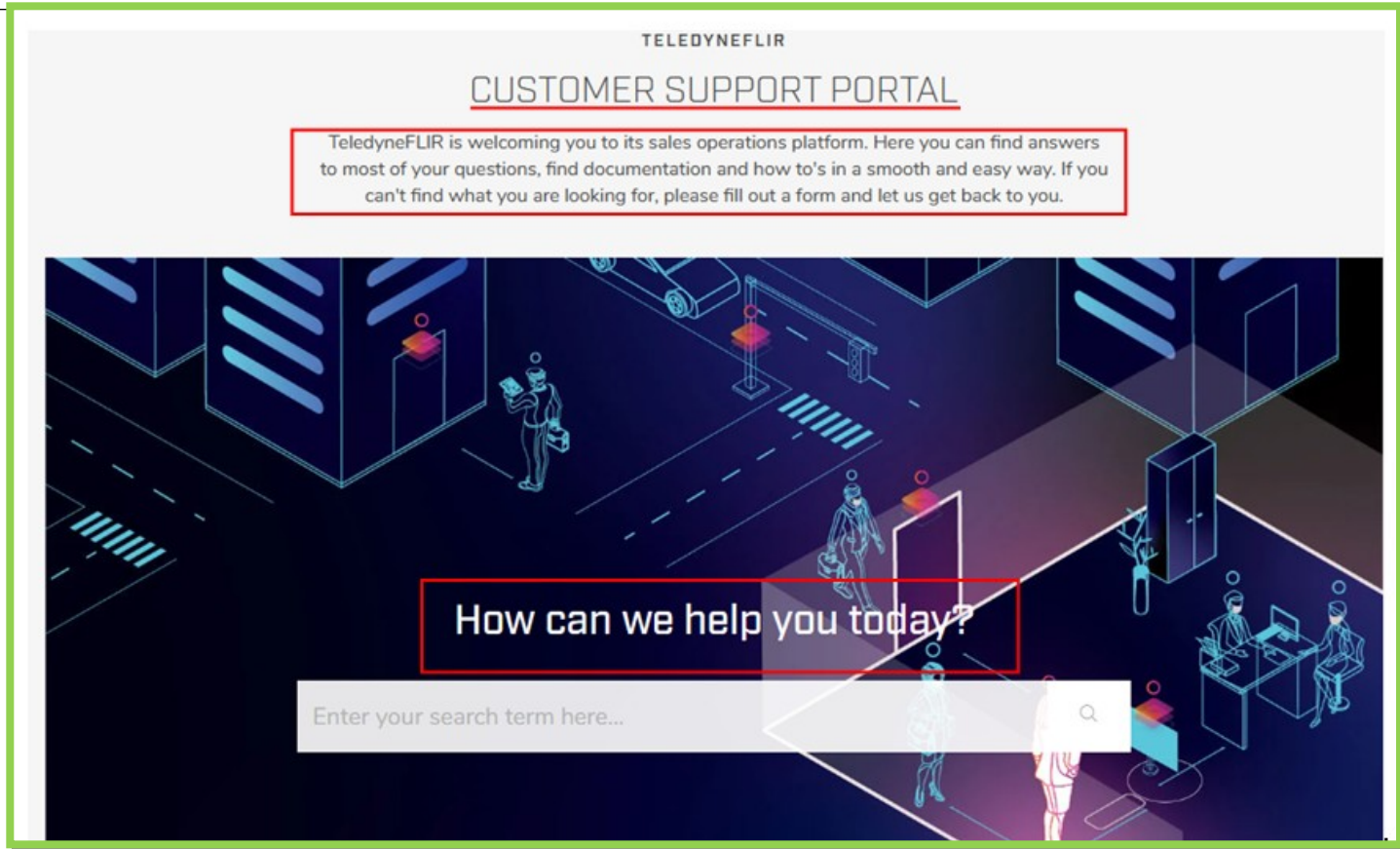
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Contact Test & Measurement Support

Call us at 1-866-702-6558 - Tech Support: Option 3; Repair & Calibration: Option 4

Source: [Service and Support | Teledyne FLIR](#)



Source: [Support : GSO Customer support central \(flir.com\)](https://support.flir.com)

Submit a ticket

Requester *

Subject

Topic *

Sales org *


Customer number *

Hub Source *

Description *

B *I* U

[+ Attach a file](#)

☐ I'm not a robot  reCAPTCHA
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Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

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Source: [service desk tutorial | Teledyne Geospatial \(teledynecaris.com\)](https://teledynecaris.com/service-desk-tutorial)

Product lines supported over the phone

FLIR ONE, dial **Option 1**

- Camera for mobile devices

Thermography reporting software, dial **Option 2**

- FLIR Thermal Studio

Test & Measurement Instruments, dial **Option 3**

- EXTECH branded meters
- FLIR meters such as TG-Series, DM-Series and others

For Infrared thermography products, dial **Option 4** and select the next options according to your product:

- For Thermal Handheld cameras such as FLIR Cx, Ex, Exx and Txxx series, please dial **Option 1**
- For Thermal Automation and Science cameras, such as AX8, A400, A6701 and X6901sc please dial **Option 2**
- For Thermal Monoculars such as FLIR Scion, and FLIR Scout, please dial **Option 3**
- For Thermal cameras for UAS or drones such as FLIR Duo, FLIR Vue, please dial **Option 4**

For Integrated Solutions products, dial **Option 5** (Please see [Integrated Solutions FAQ](#) for direct phone lines)

- Thermal Security products, such as Elara, Triton, Saros
- Software and hardware related to Enterprise security, such as Latitude, Meridian, Quasar, Ariel series
- Software and hardware related to Traffic System, such as Flux, Acyclica, TrafBot, TrafSense, TrafCam

For Thermal Maritime and Raymarine such as M232, M300C, M364C, M400 Please see the [Thermal Maritime FAQ](#) for how to contact us

Can't find your FLIR product listed above?

No problem, our technical support specialists can take down what you need and have the appropriate product specialist contact you.

Or, you can [Ask a Question](#) selecting your FLIR product, so that the ticket is routed to one of our product experts.

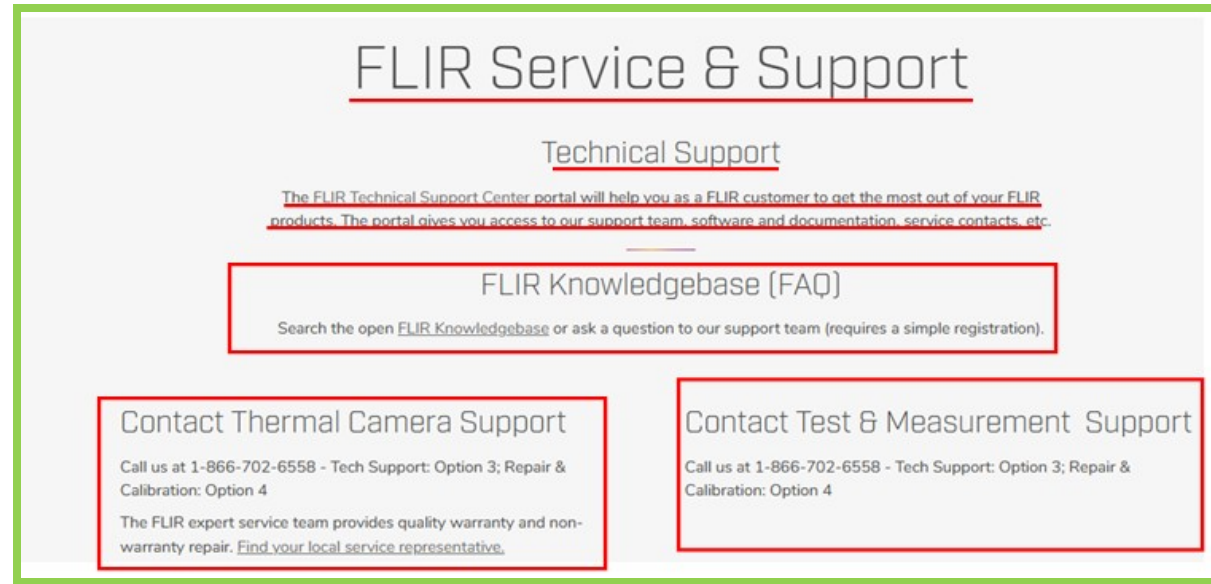
Source: [Tech Support Phone Lines \(custhelp.com\)](https://custhelp.com/tech-support-phone-lines)

(d) routing the

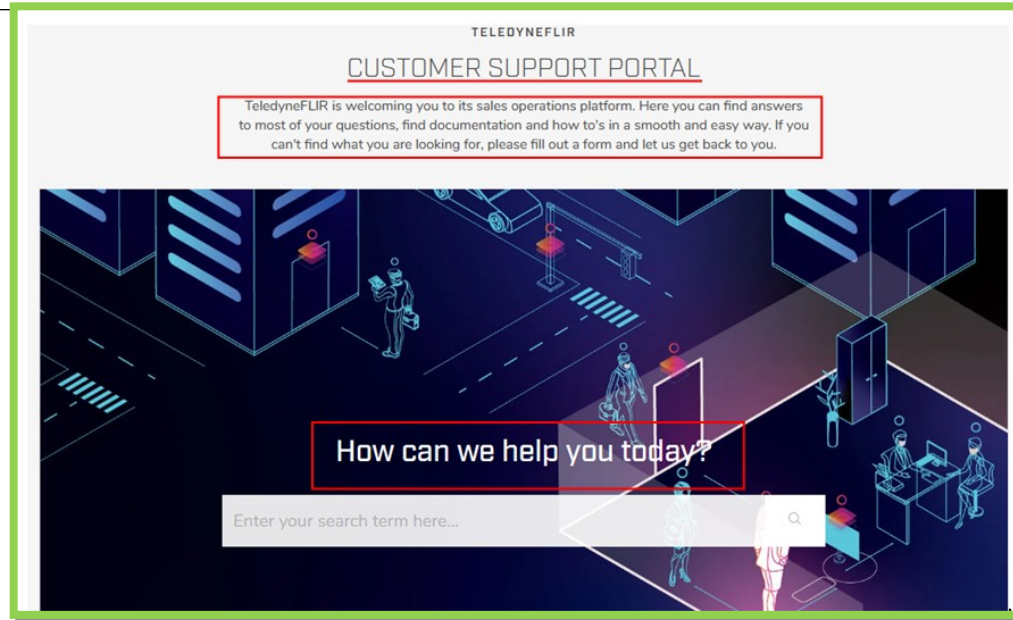
The Teledyne FLIR Customer Service routes the communication to the optimum target.

communication to the optimum target,

For example, upon determining, as the optimum target, the agent to which the call should be routed, Teledyne FLIR Customer Service connects the call to that destination product specialist or agent.



Source: [Service and Support | Teledyne FLIR](#)



Source: [Support : GSO Customer support central \(flir.com\)](https://support.flir.com)

The screenshot shows a web form titled "Submit a ticket". The form is enclosed in a light gray border. At the top, the title "Submit a ticket" is underlined. Below the title, there are several input fields: "Requester" with a red asterisk and a placeholder "Email"; "Subject"; "Topic" with a red asterisk and a dropdown menu; "Sales org"; "Customer number" with a red asterisk; "Hub Source"; and "Description" with a red asterisk. The "Description" field has a rich text editor toolbar with icons for bold, italic, underline, bulleted list, numbered list, link, unlink, and undo. Below the "Description" field is a link "+ Attach a file". At the bottom of the form, there is a checkbox labeled "I'm not a robot" next to a CAPTCHA logo. Below the CAPTCHA are two buttons: "SUBMIT" and "CANCEL". The entire form is highlighted with a green border.

Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

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Source: [Tech Support Phone Lines \(custhelp.com\)](https://custhelp.com/tech-support-phone-lines)

said determining

The Teledyne FLIR Customer Service performs the determination and the routing steps

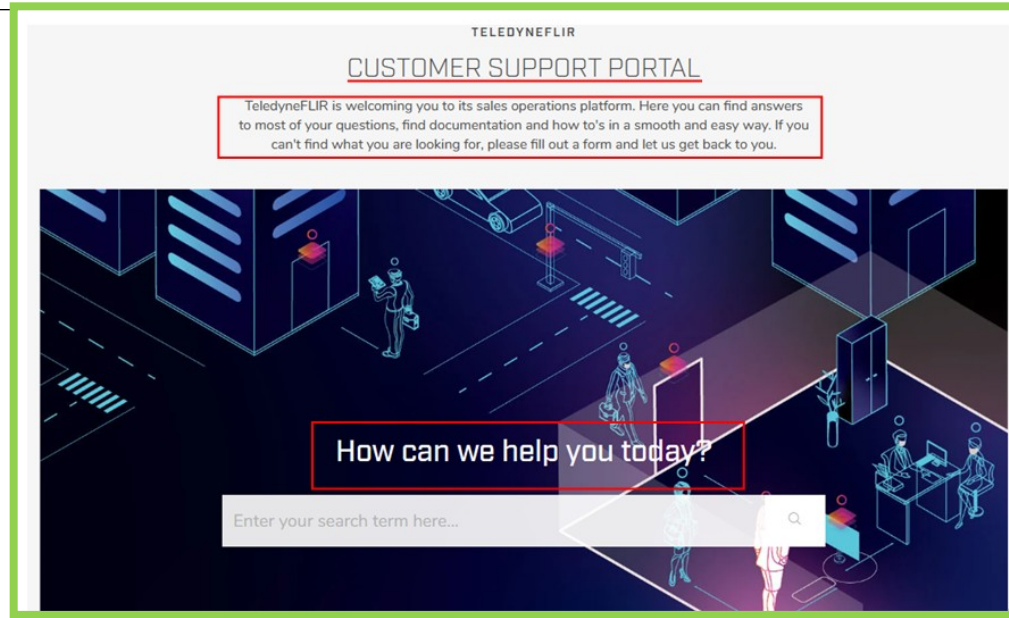
step and said routing step being performed within a common operating environment.

within a common operating environment.

For example, when a caller provides information about the nature of the call by selecting the appropriate department from the given choices, then Teledyne CARIS Customer Services connects the call using a single CARIS interface (i.e., in a common operating system).



Source: [Service and Support | Teledyne FLIR](#)



Source: [Support : GSO Customer support central \(flir.com\)](https://support.flir.com)

Submit a ticket

Requester *

Subject

Topic *

Sales org *


Customer number *

Hub Source *

Description *

B I U

[+ Attach a file](#)

☐ I'm not a robot 

[Privacy](#) [Terms](#)

SUBMIT **CANCEL**

Source: [Submit a ticket : GSO Customer support central \(flir.com\)](#)

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